

*... helping through information*


Box 2700, Station A, Hamilton, Ontario L8N 4E4

# **22ND ANNUAL REPORT**

**APRIL 1, 1992  
TO  
MARCH 31, 1993**

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## **Report from the President and the Executive Director**

To summarize the highlights of 1992/93 and report on our current status in a few succinct paragraphs is a daunting task. Indeed, there have been times when survival in 1992/93 has been a daunting task. This has been a year of uncertainty, restructuring and challenge and the year ahead promises more of the same. We have been forced to downsize CIS operations but we have taken on some exciting new challenges. Like our colleagues in other agencies, we must draw on all of our resources and creativity in these difficult economic times if we are to continue to serve the community of Hamilton-Wentworth.

### **STATUS OF FUNDING 1992-93**

#### **Provincial Funding:**

The challenges of the year really began within seconds of the closing of last year's annual meeting when we began to deal with ominous rumblings from the (then) Ministry of Culture and Communications that although our centres would receive operating grants for 1992, funding to Community Information Centres throughout the province was not "in place" beyond December, 1992. We were advised that alternatives were being explored. Since provincial funding accounted for 30% of our operating budget, the loss of this funding was a critical problem to the agency.

Throughout the late summer and fall of 1992, and strengthened by the recommendations in the provincial government's Review of Access to Human Services Information study, planning and lobbying activities took place at a feverish pace. Thousands of postcards were sent to the Premier from our centre and others around the province. We, along with our sister information centres in the Region, met with all of our area MPPs, appeared before the Regional Health and Social Services Committee, communicated with local politicians at other levels of government and solicited support from many community agencies and programmes. Support for our lobbying efforts took many forms. Seldon Printing donated the "Don't Disconnect Ontario" postcards we used in our campaign. A number of Board members and friends of the agency made donations to assist with postage, paper and photocopying costs. Numerous letters of support were sent on our behalf to the Ministry and the Premier. All in all, it was a great effort from CIS and from the community which resulted in restoring information centres to the "permanent" funding base of the Ministry effective for the 1993/94 funding year.

This new permanent funding is focused on ON LINE ONTARIO (OLO), the computerized database network and is allocated to participant members according to a formula developed jointly by OLO members and the Ministry of Culture, Tourism and Recreation. Although the formula results in a considerable loss in funding to CIS (approximately \$30,000 or 40% less this year) we appreciate the continuing support of the Ministry and we are optimistic that other funding partnerships between OLO members and other provincial government ministries will be developed in the coming months.

#### **Support from local funding sources:**

We appreciate the support of the United Way of Burlington, Hamilton-Wentworth and the Regional Municipality of Hamilton-Wentworth who continue to sustain the activities of CIS through operating grants for our information and referral services.



## Board of Directors 1992-93

President .....	Shelley McCarthy
Past President .....	Jessica Brennan
Vice-President .....	Chris Sparks
Treasurer .....	Simon Froggatt
Isabella Brearley	Ethna Clarke
Susan Crawford	Kit Darling
Bob Gray	Ted Iwanek
Cheryl Lafreniere	Mario Leon

The goals of **Community Information Service Hamilton-Wentworth (CIS)** are to:

- » collect, maintain, provide access to and disseminate information on community and government services available to residents in the Regional Municipality of Hamilton-Wentworth
- » examine, study and identify trends and demand for services and unmet community needs and report the results to appropriate government departments, community agencies and social planning bodies
- » work with other community information centres in a collaborative and supportive network which respects autonomy and facilitates co-operation.

Thus, CIS will connect people with the community and government services they need. In an increasingly complex and stressful environment, people frequently do not know where to turn for help. We provide individuals, voluntary and private sector organizations, and governments with information on the resources available in Hamilton-Wentworth.

Under the leadership of our Board of Directors and with the support of our funding partners, this work is accomplished through our enquiry service; computerized database and other resources; community consultation and education; publications; social reporting and co-operation with other community and information agencies.

CIS is grateful for the ongoing support of:

**United Way of Burlington, Hamilton-Wentworth  
Ontario Ministry of Culture, Tourism and Recreation  
Regional Municipality of Hamilton-Wentworth**

We have also received project funding support in 1992/93 from:

**The Hamilton Foundation for the Elder Abuse Project  
Sackville Hill Seniors Recreation Centre New Horizons Project**

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### Project funding:

#### The Elder Abuse Project:

The Hamilton Foundation provided a grant in 1992/93 to assist CIS over the next two years with the cost of distribution of a public education pamphlet on elder abuse. This grant will also defray some of the cost of statistics gathering and reporting which CIS is undertaking as the main contact point for elder abuse inquiries in the Region.

#### Sackville Seniors Centre Project:

CIS is participating, in partnership with a group of seniors and with support from a New Horizons grant, in a project to provide a volunteer-based information and referral service at the new Sackville Hill Seniors Recreation Centre. This project includes the leasing of our database, project co-ordination and volunteer training. The project commenced services in May, 1993 on a part-time basis and will grow in response to need and availability of volunteers.

### Internal Revenue Generation

#### Publication Sales & Data Leasing:

Sales of Directories and other publications continue to hold fairly steady, but are not increasing. We have entered into two data leasing arrangements and in 1993/94 will actively seek to increase the generation of revenue from electronic products. This will likely include an electronic version of the Red Book and more aggressive marketing of other data leasing possibilities.

#### Disability Information Service Helpline:

We continue to participate with the Hamilton Public Library in the provision of specialized information services for people with disabilities. In addition to participating in the Advisory Committee, CIS leases its full database and support services which include updating and managing disability records.

## **CIS SERVICES AND ACTIVITIES**

### Information & Referral:

In 1992/93, in spite of a small staff complement reduction and the reduction of the remaining staff hours to 90% of full-time, the agency was able to maintain services at a level only slightly less than the prior year. Total inquiries were 21,247 - a decline of 1,430 or 6.3%. We continue to depend on our publications as an additional and effective method of information dissemination. Our computerized database remains an efficient resource for all of our activities.

Community Agency Co-operation:

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During 1992/93, CIS representatives participated in a number of provincial and community committees and activities. Among these were the following:

- Association of Community Information Centres in Ontario
  - Area Network
  - ON LINE ONTARIO Management Committee
  - Network Development Sub-Committee
- Community Support Services for the Elderly
- Hamilton-Wentworth Committee on Elder Abuse and Self-Neglect
- Disability Information Service Helpline (DISH)
  - Advisory Committee (staff consultant)
  - Services Sub-Committee
- Ministry of Culture, Tourism and Recreation
  - Funding Steering Committee
  - Information Needs for Ontario Committee
- United Way of Burlington, Hamilton-Wentworth
  - Gift in Kind Advisory Group
- Immigrant Serving Interagency Network
- Cultural Interpreters Advisory Committee
- Victim Services
- Hamilton Public Library
  - Leisure Activities Database Project
  - Workplace Child Care Centre Board of Directors
- Second Level Lodging Home Resident's Handbook Work Group
- Regional Municipality of Hamilton-Wentworth
  - Child Care Task Force

In addition to these activities, agency staff have been involved in numerous displays and public education activities related to our mandate.

## THE YEAR AHEAD

### Restructuring of CIS services:

As a result of our reduced funding base for core CIS services, we have reduced the staff complement working in these areas by two staff positions, at the same time, restoring the remaining staff to 100% of full-time hours. To cope with these reductions we have acquired a call sequencer which enables us to hold callers in order rather than having them faced with busy signals. Although this system has only been in effect for two months, it appears to be helping us to maintain inquiry services at levels close to 1992/93 in spite of a reduction of slightly more than one full-time staff position in this area. The sequencer also automatically provides us with valuable information about the activity levels on the phone lines permitting us to spend less time and money on statistics gathering and analysis.

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### STAFF - 1992/93

**Full-time Staff:**

Executive Director	Lesley Russell
Senior Information Counsellor	Rob Hart
Resource Co-ordinator	Lilian Erskine
Information Counsellor	Anne Turner

**Part-time Staff:**

Information Counsellor	Beth Lee
Information Counsellor	Suzanne Bokowski
Secretary/Receptionist	Sandra Connell
Resource Assistant	Rita DiMarcantonio
Bookkeeper	Mae Ward

The agency owes a great debt of gratitude to its volunteers and students. In addition to the volunteers on the Board of Directors, the following individuals have made an outstanding contribution to the work of CIS throughout 1992/93.

### VOLUNTEERS AND STUDENTS - 1992/93


**Volunteers:**

Database Updating/Service	Bob Terry
Sub-Committee	Norma Walsh
Sub-Committee	Doreen Cowan
Sub-Committee	Rosemary Foulds
Sub-Committee	Sue Nicholls
Sub-Committee	Marion Emo

**Students:**

Mohawk College	Marsha Baker
Mohawk College	Denine Lavery

Community Information Service Hamilton-Wentworth is a member of the  
Association of Community Information Centres in Ontario  
and the computerized database network ON LINE ONTARIO.

 We are also examining our publications, newspaper column and newsletter with a view to retaining only those activities which can be managed and will result in the greatest good for the greatest number.  
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Community support activities are also under review although it is hoped that we can continue to participate effectively and contribute to the social services network in the community.

#### The Child Care Project:

Commencing on April 1, 1993 CIS launched a major project with the support of the Ministry of Community and Social Services. The components of the project include:

- in depth child care information and referral for Hamilton-Wentworth, Niagara and Brant
- resource development and public education activities
- hosting a seconded staff from the Ministry to co-ordinate and support the conversion of commercial child care centres to non-profit auspices
- providing administration and consultation to a pilot project which will examine programme quality in licensed centres and provide a mentoring support component to centres.

This was a very timely project for the agency as it not only allows us to undertake challenging and significant work but it also enabled us to transfer the two staff positions which would have been laid off from core CIS activities, to the child care project.

#### Marketing Activities:

In an attempt to stabilize our core funding situation, our Board of Directors has identified the need to actively pursue revenue-generating activities and in the year ahead, much of our effort will be directed at marketing services and data, both locally and at the provincial level. We will continue to work closely with our provincial organization in an effort to identify and capitalize on these opportunities.

### SUMMARY

To quote Charles Dickens, the year past and the year ahead could be characterized as "the best of times and the worst of times". On the one hand, we have struggled and will continue to struggle with financial stress which has a negative effect on our services. On the other hand, with the projects we are undertaking, CIS will administer the largest budget and the most wide-ranging services in its history. With the support of our outstanding and dedicated staff and the leadership and commitment of our Board of Directors and volunteers, we are confident in our ability to continue to provide excellent service to the residents of our community.

Respectfully submitted,

Shelley McCarthy, President and Lesley Russell, Executive Director

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# COMMUNITY INFORMATION SERVICE HAMILTON-WENTWORTH

## Information & Referral 1992/93

	1992/93	1991/92	% Change
<b>HOW CONTACTED:</b>			
Telephone	19,987	21,658	-7.7%
Personal Interview	1,243	1,006	23.6%
Correspondence	17	13	30.8%
<b>TOTALS:</b>	<b>21,247</b>	<b>22,677</b>	<b>-6.3%</b>
<b>SENIORS ENQUIRIES:</b>	<b>3,364</b>	<b>4,004</b>	<b>-16.0%</b>

<b>REFERRALS MADE TO:</b>			
Local Gov't (Ham)	665	567	17.3%
Local Gov't (Other)	43	41	4.9%
Regional Gov't (H-W)	2,386	2,648	-9.9%
Regional Gov't (Other)	12	19	-36.8%
Provincial Gov't (Ont)	2,248	2,616	-14.1%
Provincial Gov't (Other)	5	8	-37.5%
Federal Gov't (Can)	1,605	2,121	-24.3%
Foreign Gov't	60	65	-7.7%
Public/Voluntary Org.	3,784	4,081	-7.3%
Business	768	761	0.9%
United Way Agencies	836	832	0.5%
Not Categorized	54	70	-22.9%
<b>TOTAL</b>	<b>12,467</b>	<b>13,829</b>	<b>-9.8%</b>

<b>Service performed</b>			
<b>directly by CIS</b>	<b>8,780</b>	<b>8,847</b>	<b>-0.8%</b>
	<b>21,247</b>	<b>22,676</b>	<b>-6.3%</b>

ENQUIRY CATEGORY:	1992/93	1991/92	% Change
Counselling	634	601	5.5%
Children's Services	435	552	-21.2%
General Comm Services	4,407	4,060	8.5%
Consumer	1,325	1,594	-16.9%
Documents	985	1,284	-23.3%
Education	518	572	-9.4%
Employment	388	404	-4.0%
Environment	218	270	-19.3%
Financial	3,509	4,151	-15.5%
General Government	2,923	3,537	-17.4%
Health	694	613	13.2%
Home Services	551	596	-7.6%
Housing	724	825	-12.2%
Immigration	252	215	17.2%
Community Info. Centre	390	174	124.1%
Legal	830	755	9.9%
Recreation	1,810	1,810	0.0%
Transportation	226	247	-8.5%
Volunteerism	420	390	7.7%
Not Categorized	8	27	-70.4%
<b>TOTAL</b>	<b>21,247</b>	<b>22,677</b>	

Services performed directly by CIS could include letter writing, listening, liason, guidance, research, consultation, rights and eligibility, form filling, mediation and follow up

It should be noted that, in spite of losing 10% of staff hours as a result of a general reduction to 90% for all employees, as well as the loss of one part-time position through attrition, the overall reduction in inquiries was less than 7% for 1992/93.



# Financial Report, 12 Month Period Ended March 31, 1993

Community Information Service Hamilton-Wentworth  
(Incorporated without share capital under the laws of Ontario)



## BALANCE SHEET - MARCH 31, 1993

(with comparative figures at March 31, 1992)

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### ASSETS

### LIABILITIES AND SURPLUS

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	1993	1992
Cash and short term deposits	\$ 20,575	\$ 19,380
Accounts receivable	4,014	3,537
Service directories for resale - at cost	6,425	7,404
	<u>\$31,014</u>	<u>30,321</u>

	1993	1992
Accounts payable	\$ 21,310	\$ 19,083
Deferred revenue (note 2)	7,532	5,790
Surplus	2,172	5,448
	<u>31,014</u>	<u>30,321</u>

## STATEMENT OF FINANCIAL ACTIVITIES

	12 Mos. ended Mar 31, 1993	12 Mos. ended Mar.31 1992
<b>REVENUES:</b>		
Support from the Public		
- United Way	\$ 67,815	\$ 69,912
- Other contributions	310	—
- Hamilton Foundation	—	2,500
Support from governmental agencies		
- Regional Municipality of Ham-Went.	69,500	69,500
- Province of Ontario	70,221	70,221
Publication sales	36,918	45,078
Seniors pamphlet	—	21,696
Disability Information Service Helpline	4,989	4,969
Data Leasing	1,770	—
Elder Abuse Project	198	—
Sackville Hill Senior's Centre	1,366	—
Interest on term deposits	596	2,265
Donations, memberships and other	430	808
	<u>254,113</u>	<u>286,949</u>

### EXPENSES:

Salaries	174,581	179,653
Employee Benefits	19,978	19,793
Professional fees	2,410	2,450
Supplies	7,738	8,625
Telephone	5,158	5,791
Postage	2,833	2,897
Occupancy	13,630	13,047
Outside printing	9,814	17,156
Seniors pamphlet	—	21,696
Disability Information Service Helpline	4,989	4,969
Elder Abuse Project	198	—
Sackville Hill Senior's Centre	1,366	—
Computer Services	10,059	8,292
Local transportation	555	385
Conferences and meetings	681	489
Library	646	707
Organization dues	1,750	1,750
Miscellaneous	780	566
Furniture and Equipment	30	3,223
Public Relations	193	495
	<u>257,389</u>	<u>291,984</u>
Operating deficit for the year	(3,276)	(5,035)

Surplus, beginning of year	5,448	10,483
Surplus, end of year	2,172	5,448

## NOTES TO FINANCIAL STATEMENTS MARCH 31, 1993

### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### Basis of accounting

The accrual basis of accounting is used in the preparation of the financial statements. Under this method, revenue is recorded when earned and expenses are recorded when incurred.

#### Fixed assets

Expenditures for fixed assets are charged to expense as incurred.

#### Special projects

Periodically funds are received and are designated for certain projects. The statement of financial activity reflects any excess or deficiency of funds (where applicable) in the year the projects are completed.

### 2. DEFERRED REVENUE

	1993	1992
<b>Grant revenue net of related expenses for incomplete projects</b>		
Reg. Mun. of Ham-Went. 1993 Grant	\$5,790	\$5,790
Hamilton Foundation - Elder Abuse Proj.	1,742	—
	<u>7,532</u>	<u>5,790</u>

### 3. INCOME TAX STATUS

Community Information Service Hamilton-Wentworth is a registered charity exempt from income tax.

Community Information Service Hamilton-Wentworth receives support to operate the agency from :

Ontario Ministry of Culture, Tourism and Recreation  
Regional Municipality of Hamilton-Wentworth  
United Way of Burlington, Hamilton-Wentworth

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see accompanying notes

